

## PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

JENSEN, Roy A.

Serial No.: 09/492,114

Filed: January 27, 2000

Atty. File No. 4366-10

For: "CALL MANAGEMENT SYSTEM  
USING DYNAMIC QUEUE  
POSITION"Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Applicant submits this Response to address the Office Action having a mailing date of June 17, 2004 (Paper No. 12). Although the Applicant believes that no fees are due for filing this Amendment and Response, please charge any fees deemed necessary to Deposit Account No. 50-1602.

Please amend the above-identified patent application as follows:

Remarks/Arguments begin on page 2 of this paper.

) Group Art Unit: 2642

)

) Examiner: WILLIAM J. DEANE, JR.

)

)

)

)

)

)

)

)

)

)

)

**RESPONSE**"EXPRESS MAIL" MAILING LABEL NUMBER: E  
DATE OF DEPOSIT: 9/7/04I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING  
DEPOSITED WITH THE UNITED STATES POSTAL SERVICE  
"EXPRESS MAIL POST OFFICE TO ADDRESSEE" SERVICE  
UNDER 37 C.F.R. 1.10 ON THE DATE INDICATED ABOVE AND IS  
ADDRESSED TO THE COMMISSIONER FOR PATENTS, P.O. BOX  
1450, ALEXANDRIA, VA 22313-1450.

TYPED OR PRINTED NAME: Amy S. Duarte

SIGNATURE: \_\_\_\_\_

DAVID F. ZINGER  
TODD P. BLAKELY  
GARY J. CONNELL  
SABRINA C. STAVISH  
JOSEPH E. KOVARIK  
SUSAN PRYOR WILLSON  
LEWIS D. HANSEN  
ROBERT R. BRUNELLI  
DOUGLAS W. SWARTZ  
BRUCE A. KUGLER  
BRENT P. JOHNSON  
DANA HARTJE CARDWELL  
BENJAMIN B. LIEB  
BRADLEY M. KNEPPER  
MIRIAM DRICKMAN TRUDELL  
SCOTT R. BIALECKI  
KENNETH C. WINTERTON  
ROBERT D. TRAVER, Ph.D.  
CHRISTOPHER J. HUSSIN  
MARK L. YASKANTIN  
MARY BREEN SMITH  
CRAIG W. MUELLER  
PAUL S. CHA  
THOMAS J. OSBORNE, JR.

**SHERIDAN ROSS**  
*A Professional Corporation*  
ATTORNEYS AND COUNSELORS AT LAW

1560 BROADWAY  
SUITE 1200  
DENVER, COLORADO 80202-5141

TELEPHONE (303) 863-9700  
FACSIMILE (303) 863-0223  
E-MAIL [srlaw@sheridanross.com](mailto:srlaw@sheridanross.com)

PATENTS  
TRADEMARKS  
COPYRIGHTS

KERMIT F. ROSS  
1910-1986

OF COUNSEL  
PHILIP H. SHERIDAN  
CRAIG C. GROSETH

TECHNICAL SPECIALISTS  
DENNIS J. DUPRAY, Ph.D.  
ANGELA DALLAS SEBOR, Ph.D.

FACSIMILE COVER SHEET

TIME:

DATE: September 7, 2004

Please deliver the following page(s) to:

WILLIAM J. DEANE, JR.  
Examiner

Facsimile Number:

(703) 746-6076

Sender's Name:

DOUGLAS W. SWARTZ, ESQ.

Total Number of Pages,  
including this cover page:

6

Our File No.

4366-10

APPLICATION NO:

09/492,114

FILING DATE:

January 27, 2000

SPECIAL INSTRUCTION:

The attached Response is being provided for the convenience of the Examiner and is not for entry into the file history of the above application.

PLEASE CONFIRM RECEIPT

If you do not receive all the pages, please call Sherry Russom at (303) 863-9700 X3012

THIS FACSIMILE MESSAGE IS CONFIDENTIAL AND MAY CONTAIN ATTORNEY PRIVILEGED INFORMATION INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR COMPANY NAMED ABOVE. If the reader is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone, so that we may arrange for the return of the original message to us. Thank you.